

VIRGINIA Relay Service

July, 2001

Commendations

Voice July 7, 2001

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

Voice July 10, 2001

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice July 10, 2001

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY July 10, 2001

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Voice July 11, 2001

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Category: CA/OPR Related

TTY July 11, 2001

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY July 12, 2001

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice July 20, 2001

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY July 26, 2001

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY July 30, 2001

The customer commended the relay service for its efficiency and kindness.

Category: Relay/OSD Related

Complaints

TTY July 3, 2001

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: July 3, 2001

TTY July 4, 2001

The customer complained the CA was rude and did not relay verbatim.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Unable to reach customer.

Contact Closed: July 4, 2001

TTY July 6, 2001

The customer complained that CAs do not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized, and provided the customer our fax number for any future problems.

Contact Closed: July 9, 2001

TTY July 10, 2001

The customer complained the CA had hung up on him/her.

Category: CA Hung up on me

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Thanked the customer for letting us know, and offered to place his/her call.

Contact Closed: July 10, 2001

TTY July 12, 2001

The customer complained the CA would not dial another relay number.

Category: Methods Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Explained we are unable to dial to that number due to a restriction on the line.

Contact Closed: July 12, 2001

TTY July 16, 2001

The customer complained two CAs were slow typists, and did not follow instructions.

Category: Typing Skill/Speed

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: July 16, 2001

TTY July 17, 2001

The customer complained ATT had billed his/her long distance relay calls, but ATT is not his/her long distance carrier.

Category: Billing Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and provided with a gift certificate to use toward the charge.

Contact Closed: July 23, 2001

Voice July 18, 2001

The caller does not want any relay calls placed to his/her number.

Category: Other (Misc)

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Implemented the block as requested.

Contact Closed: July 19, 2001

TTY July 18, 2001

The customer complained the CA had hung up on him/her.

Category: CA Hung up on me

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized and transferred to another CA to process the call.

Contact Closed: July 18, 2001

TTY July 21, 2001

The customer wanted credit for a long distance call.

Category: Billing Rate

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Attempted to reach the customer several times. Provided our Relay Customer Service number if she required assistance.

Contact Closed: July 26, 2001

TTY July 24, 2001

The customer complained that CAs hang up on him.

Category: CA Hung up on me

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized and advised the customer to document CA numbers.

Contact Closed: July 25, 2001

TTY July 25, 2001

The customer complained they were receiving a busy signal when dialing 711.

Category: Other (Equip)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: July 25, 2001

TTY July 25, 2001

The customer complained that when he uses 2-Line VCO, he gets disconnected.

Category: Disconnect

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Provided suggestions to assist with the problem.

Contact Closed: July 28, 2001

TTY July 31, 2001

The customer complained the CAs do not relay accurately, and messages are garbled.

Category: Attitude and Manner

Escalation: Received by the Account Manager and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: July 31, 2001

Inquiries/Comments

Voice July 3, 2001

The caller had questions about relay.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Relay Website.

Contact Closed: July 5, 2001

TTY July 6, 2001

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: July 6, 2001

TTY July 9, 2001

The customer feels the CAs should ask if he would like to continue ringing after 10 rings.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Advised the customer he could provide instructions upfront. Assured the caller the information would be documented.

Contact Closed: July 9, 2001

TTY July 9, 2001

The customer asked why she was unable to reach the relay service.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Investigated the information provided by the customer and advised it may have been a problem with the network in her area.

Contact Closed: July 13, 2001

TTY July 10, 2001

The customer suggested CAs instruct voice callers to speak to the TTY caller directly rather than in 3rd person.

Category: Other

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Attempted to reach the customer several times, there was no answer.

Contact Closed: July 13, 2001

TTY July 11, 2001

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: July 11, 2001

TTY July 12, 2001

The caller asked why he/she receives error messages when calling long distance.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized, and assured the customer a report would be filed.

Contact Closed: July 12, 2001

TTY July 16, 2001

The customer asked why he/she receives garbling.

Category: Technical Related

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Provided reasons garbling occurs, and offered the caller information on ASCII settings.

Contact Closed: July 31, 2001

Voice July 18, 2001

The customer requested call records.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that all call information is proprietary.

Contact Closed: July 20, 2001

Voice July 19, 2001

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing and product distributors.

Contact Closed: July 19, 2001

TTY July 19, 2001

The customer wanted to update their Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Updated the customer's profile.

Contact Closed: July 20, 2001

Voice July 20, 2001

The caller requested information on amplifiers.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: July 20, 2001

Voice July 20, 2001

The caller requested information on amplifiers.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing and product distributors.

Contact Closed: July 20, 2001

Voice July 23, 2001

The caller wanted information about the Virginia Relay and ATI.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained we are not familiar with ATI. Asked the customer to explain, but he did not want to provide any additional information.

Contact Closed: July 24, 2001

TTY July 24, 2001

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile.

Contact Closed: July 25, 2001

TTY July 24, 2001

The customer wanted to update a Relay Choice Profile.

Category: Other

Escalation: Received by the U.S. mail and handled by the National Customer Care Center.

Resolution: Advised the customer the form he sent did not include any changes to his existing profile.

Contact Closed: July 25, 2001

Voice July 25, 2001

The customer requested call records.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained call information is confidential.

Contact Closed: July 26, 2001

Voice July 25, 2001

The caller asked what area code 711 served.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer

Care Center.

Resolution: Explained 711 can be dialed to connect to relay.

Contact Closed: July 25, 2001

Voice July 26, 2001

The caller requested written information on the relay service.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Mailed the requested information, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: July 26, 2001

TTY July 27, 2001

The caller asked why she is being charged long distance rates for local calls.

Category: Billing/Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: July 27, 2001

TTY July 28, 2001

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile, and referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: July 30, 2001

Voice July 30, 2001

The customer has a toll restriction, but is still getting billed for long distance calls.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Assured the customer the toll restriction is active, and referred him/her to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: July 30, 2001

TTY July 31, 2001

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile, and referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: August 2, 2001

TTY July 31, 2001

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile, and referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: August 2, 2001